Shasta College

Student Services Council Meeting
Wednesday, March 4, 2020
9:00 AM • Room 2314
Minutes

Committee Members Present					
	Nancy Berkey	X	John Yu	X	Buffy Tanner
X	Sharon Brisolara	X	Sandra Hamilton-Slane		Jennifer McCandless
X	Tina Duenas		Sue Huizinga		
X	Nadia Elwood	X	Tim Johnston		

District / Division Goals

Goal 1: Increase First-Year Persistence by 2%
Goal 2: Increase Completion Rate by 2%
Goal 3: Increase completion efficiency by 1%
Goal 4: Increase course success by 1%
Goal 5: Improved through-put

Focus Areas: To increase the number of credentials awarded and the number of students transferring to UC/CSU and decrease the number of accumulated units:

- **Improve access from application to registration**
- **Implement Automated Student Education Planning**
- **Expand Shasta Summit early alert**
- **Increase number of ADTs, BA, Certificates, transfer**
- **Promote transfer pathways with K-12 partners**
- **Improve access to existing on-line student support through SARS Zoom and the online orientation.**

1. **Approval of Minutes**: February 19th, 2020 Minutes Sharon motioned and Buffy seconded to approve the minutes. All in favor, none abstained.

2. **Action Agenda**
   a) Board Policies / Administrative Procedures – Second Reading
   b) John Yu motioned and Nadia Elwood seconded to consider all the following BP/APs second reading as a group.
      1) BP 5610 Voter Registration
         1. All in favor for deletion, none abstained.
      2) AP 5610 Voter Registration
         1. Wording came from Education Code/Title 5. Tina Duenas reviewed the AP.
         2. All in favor, none abstained.
      3) BP 5700 Intercollegiate Athletics
         1. Mike Mari provided input on both BP 5700 and AP 5700.
         2. All in favor, none abstained.
      4) AP 5700 Intercollegiate Athletics
         1. All in favor, none abstained.

5) BP 5110 Counseling
    1. Counselors reviewed BP 5110 and AP 5110 during the fall 2019 semester.
    2. All in favor, none abstained.
6) AP 5110 Counseling
    1. All in favor, none abstained.

c) Board Policies / Administrative Procedures – First Reading
1) Tim Johnston provided a short recap to the Council about each of the following BP/APs.
2) AP 5015 Residence Determination
    1. We have CCLC Guidance on the updated language.
3) AP 5045 Student Records – Challenging Content and Access Log (no BP)
    1. Minor edits were done to the AP.
4) AP 5031 Instructional Materials
    1. Recommendation is for deletion because it is not required by the CCLC.
5) BP 5031 Instructional Materials
    1. Sharon Brisolara noted our previous discussion about the importance of gender-neutral language and the efforts that had been made by HR to work for consistency in this area. Going forward, we will pre-review for gender inclusive language. Council discussed the balance between what is written in regulation/code and what can be changed for the benefit of inclusion.
    2. Nadia Elwood reviewed the BP and added the language attached.
6) BP 5030 Fees
    1. Definition of fees was added, with minor edits.

3. Discussion Agenda

a) Instructional Material / Textbook Cost – Workgroup Report
1) The workgroup proposed that Student Services had an important perspective to share with instruction/IC regarding the impact of textbook costs and materials on students.5
2) The workgroup also researched information from past discussions, which included a review of prior Textbook Committee meeting minutes.
3) Sandra Hamilton-Slane noted that material and textbook costs were an important topic at the last Emergency Fund Committee chaired by Eva Jimenez, Shasta College Foundation.
    1. Eva Jimenez pointed out that true cost information is provided to students under Shasta College's Gainful Employment section of the website.
        a. From the website, "Gainful Employment programs include all programs at public and not-for-profit institutions that do not lead to a degree, that are not fully transferable to a bachelor's degree program or that are not considered to be basic skills or preparatory course work for enrollment in an eligible program."
    2. Guided Pathways mapping process may also provide a good avenue to show the true cost for a student to be part of a program and/or class.
4) The workgroup also discussed several roadblocks:
    1. Instructors do not always make material or textbook available through the bookstore.
    2. Instructors should note that the material is required on the syllabus. Most third-party payers will not pay for anything marked as recommended.
    3. Students are often charged upfront and have to wait for a reimbursement.
    4. Access codes often can't be reimbursed if the purchase does not come from the bookstore.
    5. Some instructors utilize a second portal through Canvas, which may require an additional charge to the student. Some of the charges may be the same price as the entire class.
5) Council discussion:
    1. Recommended further discussion and promotion of Open Education Resources (OER) and alternative material avenues for instructors.
    2. Recommended further discussion and the development of guidelines on the use of portals outside of Canvas – particularly those with extra student cost.
    3. The Council agreed to develop a list of concerns and recommendations related to material and textbook costs to be shared with Instructional Deans, Instructional Council, the RISE Guided Pathways team, the Student Success Committee and Academic Senate.

4. Sandra Hamilton-Slane stated that there is a push to create a Universal Lending Library where all resources will be in one location. The library will include calculators.
    a. The Library has agreed to support the location of the Universal Lending Library.
    b. The Library will also work with the bookstore to ensure that the textbooks are current.
    c. EOPS lending library will be one of the first to move over to the Universal.
    d. The Universal Lending Library will be funded through SEAP, with potential for other categorical funds to support.

b) Concurrent enrollment workflow
    1) Currently, concurrent students have to be physically present in order to register for classes, or provide a proxy.
    2) Starting for the fall 2020 semester we will be moving to an online registration system for Concurrent students.
    3) English department has confirmed that the review requirements for English placement should remain the same.
    4) The new concurrent form will also have a link to a new Comevo module that will discuss pertinent information for a concurrent student as well as how to register for classes via MyShasta.
    5) Dual Enrollment will remain separated from the concurrent process at this time.
    6) Council feedback:
        1. The form is now a "permission form" to register.
        2. Research is being done to see if we need a new form every time a student wants to change a class – not including a change in section.
        3. The Council recommended changing the name to "Concurrent Enrollment Permissions Request" and provide wording that it is not a class registration form.
        4. The Council suggested adding a date for version control.
    7) The hope is that lines will be reduced during concurrent registration. Natalie Tucker is working on the training and dissemination of information to staff. The plan is to provide a high touch outreach to high school counselors once everything is ready.

c) Spring Division Breakfast
    1) The Council discussed possible dates for the spring 2020 Division Breakfast. The Council agreed that spring break may be a hard time to get high attendance due to vacations. The Council also agreed that after graduation and before summer term may be the best time.
    2) The Council also suggested having some aspects of the breakfast not be work related.
    3) Sharon Brisolara stated that it may be difficult to have Tehama staff come up to Redding so she may look at mirroring the event in Tehama.
    4) Enrollment Services will be paying for the breakfast.
    5) The Council will carry over the discussion to the next meeting.

d) SAO / SSLO review and cycle confirmation – Workgroup Report
    1) Tim Johnston stated that once BP/APs and budgets are completed the Council can look at Service Learning and Area Outcomes.
    2) The Council asked if each area can receive the Student Services Satisfaction Survey in spring in order to be prepared for fall.
    3) SAO/SSLO's will be placed on the Council agenda in late April or early May.

4. Information Items / Other

a) Instructional Council
    1) No updates follow.

b) Area Updates / Announcements
    1) Tim Johnson provided the Resources of the Month for February and March.
    2) Enrollment Services just finished a successful recruitment for two new Student Success Facilitators.
    3) Sharon stated that extended education is going forward with a Butte College type of "Reg-to-Go" event. Counselors expressed an onsite registration from the 6th through the 7th of April. Staff will take students through registration and provide tours of the campus.
    4) Our Tehama Latinx students will be acknowledged at this year's Tehama Latinx High School graduation event. Noehly Padilla will also be honored at the event.

1) On April 23rd there will be a Latinx summit and job training center staff will present breakout sessions. Presenters include Daniel Valdivia, Patricia Esparza and others.
2) Sharon Brisolara stated that she will be transitioning out of Shasta College in June, 2020

c) Other?
1) Student Services Council Summer Retreat, the members received a Doodle Poll.
2) Coronavirus, response team met on March, 2nd.
1. Currently there is very low risk within the area. However, there is potential that it may increase.
2. Five students are currently in South Korea and we are taking steps to bring them back. We have sent communication out to the University the students are visiting. The State Department stated that their probability of the students getting out are diminishing.
3. We do not currently have any final decisions on our summer exchange program and the summer Mexico trip.
4. During the campus wide response meeting, everything from very low-risk to full-campus closure was discussed. The Council was encouraged to consider what it will look like if we had a full-campus closure.
a. The Council stated that it is also important to know where to send students for correct information.
b. Sharon Brisolara stated that she is consolidating messages and making sure that correct information gets sent out to our Temps and Subs.
c. John Yu stated that schools in China have been closed for an entire month. Almost the entire country is closed, so students are now completing everything online.
d. Instruction is reaching out to let instructors know of the possibility for moving to online only for the remainder of the semester. The Council suggested that more immediate support may need to be provided to instructors who have not taken an online best practice training.
e. The Council agreed that it is important that we track illnesses in our own areas as staff call out sick. It will help with collecting data if anything further happens.
f. Also, considerations need to be made on the local impact of the budget as well as the larger implication to State and Federal.
5. The Council stated they will return to this topic in the next meeting.

d) Student fatality: Shasta College was recently notified of the passing of a student within our Sci*Fi program. Associate Vice President of Student Services office has initiated Shasta College's response and will be reaching out to the family. The Council discussed that a student fatality has potential to trigger responses in other students and how important it is to be aware of such responses.

e) Next Council meeting will be at the Tehama campus. The first hour will be the meeting and the second hour will be a tour of the area. Anyone wishing to carpool can meet at the Redding campus at 8:15am.

5. Meeting adjourned at 10:45am.

Next Time

At Extended Ed / walking tour
Program Evaluation: Extended Education
Fragrance free workplace – progress report
Coronavirus
Counseling Assignments
Hours of Operation – continuing the conversation

NEXT MEETING:

The next meeting is scheduled for Wednesday, March 18th from 9:00am – 11:00am at Tehama Campus in room 7206a.

Minutes recorded by: James Konopitski, Administrative Secretary I, Enrollment Services.